

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: M.L. Denham et al. Attorney Docket No.: 121122  
Application No.: 10/668043 Art Unit: 3629 / Confirmation No.: 7296  
Filed: September 22, 2003 Examiner: M.L. Brooks  
Title: SYSTEM AND METHOD FOR FACILITATING CUSTOMER  
SERVICE UTILIZING EMBEDDED CLIENT FEEDBACK LINKS

AMENDMENT AFTER FINAL

Seattle, Washington 98101

October 16, 2009

TO THE COMMISSIONER FOR PATENTS:

INTRODUCTORY COMMENTS

Please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of the claims, which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 11 of this paper.

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